



Who Should I Call?--Consumers

Question or Issue	Contact
To apply for KanCare	Your local DCF office or the KanCare Clearinghouse at 1-800-792-4884 Apply online here: https://cssp.kees.ks.gov/apspssp/
To find out what managed care organization(MCO) you're assigned to	Managed Care Enrollment Center 1-866-305-5147
If you didn't receive a KanCare enrollment packet	Managed Care Enrollment Center 1-866-305-5147
If you didn't receive an ID card or materials from your KanCare health plan	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To change your primary care physician (PCP)	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To find out if a provider (doctor, hospital, pharmacy, in- home help, etc.) is in an MCO's network	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To change your MCO	Managed Care Enrollment Center 1-866-305-5147
To change the responsible party on your case	The organization maintaining your case—either DCF or the KanCare Clearinghouse DCF: 1-888-369-4777 Clearinghouse: 1-800-792-4884
To schedule a ride to a medical appointment	Your health plan Amerigroup: 1-855-345-6943 (TTY) Sunflower: 1-877-644-4623 (TTY) United: 1-877-796-5847 (771 TTY)
To ask a question about a prescription drug	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238

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To find out if a service is covered	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To talk to a nurse after hours	Your health plan Amerigroup: 1-866-864-2544 Sunflower: 1-877-644-4623 United: 1-877-542-9238
If you need help finding a doctor, hospital, in-home helper, etc.	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To update your address and get information	The organization maintaining your case—either DCF or the Clearinghouse DCF: 1-888-369-4777 Clearinghouse: 1-800-792-4884
To file a grievance (complaint about the MCO or one of its providers)	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To file an appeal	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To ask about spenddown or client obligation	Your local DCF office 1-888-369-4777
Other questions about your MCO	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
If you're not sure where your question fits	Managed Care Enrollment Center 1-866-305-5147